



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 18-DEC-2018
MAR 12 2019
Repository
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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SYCAMORE State: IL Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1C4RJFAG7DC [REDACTED]
Make: JEEP Model: GRAND CHEROKEE Model Year: 2013
Date Purchased: 05/14/2016 Dealer's Name and Telephone Number: Riverfront CDJ 630-907-1700 Engine: No: Cylinders 6 Fuel Type: regular gasoline
Original Owner: Dealer's City: North Aurora State: IL Zip Code: 60542
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: No Brakes Incident Date(s): 21 NOV-2018
 Cruise Control Cruise didn't release

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 BRAKES (PWS), 060000 ENGINE (PWS), 185000 VEHICLE SPEED CONTROL: CRUISE CONTROL
Failure Mileage: 55000 Failure Speed: 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2013 JEEP GRAND CHEROKEE. WHILE DRIVING 70 MPH, THE CONTACT ACTIVATED THE CRUISE CONTROL. WHEN THE CONTACT DEPRESSED THE BRAKE PEDAL, THE VEHICLE FAILED TO STOP AND THE CRUISE CONTROL WOULD NOT DEACTIVATE. THE CONTACT PULLED THE VEHICLE OVER TO THE SIDE OF THE ROAD. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT CALLED BRIAN BEMIS CHRYSLER DODGE JEEP RAM (1825 DEKALB AVE, SYCAMORE, IL 60178, (815) 895-8105), BUT NO ASSISTANCE WAS PROVIDED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 55,000. After filing this incident report, I called Fiat Chrysler, They called Brian Bemis Jeep dealer in Sycamore where a repair was performed at my expense. Attached is the repair invoice.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



1875 Dekalb Ave - Sycamore, IL 60178
 (815) 895-8105 - Fax: (815) 371-2473

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday
 7:30 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/26/18	
R/O Close Date	Status
1/09/19	Pre-Invoice
Mileage In	Mileage Out
56633	56636
Service Advisor / Tag #	

Warren Burgess/2305

Vehicle Identification Number

1C4RJFAG7D

Delivery Date

In-Service Date

SYCAMORE, IL		
Year	Make	Model
2013	JEEP	GRAND CHEROKE

Work Phone	Body	Color	License Number
Home Phone			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED] #1 - ELC: ELECTRICAL CONCERN ELECTRICAL/NON PCM FLASHES CONCERN CUSTOMER STATES CRUISE CONTROL DID NOT DISENGAGE ONE TIME ON HIGHWAY. Tech: Michael Klemm (052) Installed: SWITCH: SPEED CONTROL Qty: 1 CHECK CRUISE CONTROL HAS CODE P0579 DIAG AND REPLACE FAULTY CRUISE CONTROL SWITCH 08808202 .6 (18) Warranty Warranty	
#2 - ELC: ELECTRICAL CONCERN ELECTRICAL/NON PCM FLASHES CONCERN CUSTOMER STATES REAR DEFOGGER IS INOP Tech: Michael Klemm (052) Installed: BACKLITE: NONE Qty: 1 CHECK REAR DEFROSTER 5 LINES INOP REPLACE FLIPPER GLASS 23301315 .8 (2E) Warranty Warranty	
#3 * BGTF: BG TRANSMISSION FLUSH ADDED OPERATION Tech: Michael Klemm (052) Installed: BG TRANS.FLUSH 1@32.80 32.80 Installed: TRANSFLUID 12@6.50 78.00 119.99	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
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